

ABSTRACT

Disclosed is a workflow management system for creating and delivering
5 output material. A customer record is generated to include fields specifying at least
one product, customer preferences, and a selected output method to deliver generated
output material on the product specified in the customer record. A job record
including a status field is added to a job status table for the customer record. The
7 added job record status is set to a first status. A selected job is processed in the job
status table. A first worker is invoked if the selected job has the first status. The first
10 worker generates output material from processing the product and customer
preference fields in the customer record for the selected job. The status for the
selected job in the job status table is set to a second status after generating the output
material. A second worker is invoked if the selected job has the second status. The
15 second worker determines a selected one of a plurality of delivery options from the
customer record for the selected job and transmits the output material via the
determined delivery option to the customer specified in the customer record.